



I Filed My Claim What Happens Now?

Information about what happens to your unemployment claim
during the next three weeks

UI Claimant Wage Information Sheet

STATE OF ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY		CLAIM DATE: 04/12/2009
ACCOUNT NO: 0011001 MAILING DATE: 04/22/2009	UI CLAIMANT WAGE INFORMATION SHEET	DEPENDENCY: 00100
CLAIMANT ID: 0011001	CLAIM STATUS: 00100	TYPE OF CLAIM: 00100
PROGRAM: 00100	BENEFIT YEAR END: 04/12/2010	BUS-PROGRAM: 001
LAST DAY OF WORK: 07/23/2008 (EMPLOYMENT RECORDS) (RECHARGED)		

TO CERTIFY YOU ARE ELIGIBLE FOR BENEFITS, YOU MUST CALL TELE-SERVE, 1-888-357-7234, EVERY OTHER MONDAY, 9AM-12 PM. NEXT CALL DATE IS MONDAY, 04-27-2009.

STATEMENT OF BENEFIT WAGES				
EMPLOYER NAME	BASE PERIOD	QUARTERS	WAGES PAID	
ILL. GOVERNMENT EMPLOYEES	1-2008	2-2008	3-2008	4-2008
	2,556.08	615.62	.00	.00
TOTALS	2,556.08	615.62	.00	.00

- OUR RECORDS INDICATE THAT YOU HAVE ELECTED TO HAVE YOUR BENEFIT PAYMENT
- DEPOSITED DIRECTLY INTO YOUR BANK ACCOUNT WITH AN AUTOMATIC WIRELESS DEBIT
- 8636. IF YOU WISH TO CHANGE YOUR PAYMENT METHOD, CONTACT YOUR LOCAL OFFICE
- OF VISIT THE IDES WEBSITE AT WWW.IDES.STATE.IL.US.

WEEKLY BENEFIT AMOUNT: \$1.00	WEEKLY BENEFIT BALANCE: \$1.00
DEFERRED ALLOWANCE: .00	
YOUR BENEFIT AMOUNT PER WEEK: \$1.00	

SPORADIC ID: 0011001

REPORTING OFFICE: 40 ADDRESS: 400 N. 10TH STREET
EAST ST. LOUIS, IL 62008

- In the next 7-10 days, you will receive a "UI Claimant Wage Information Sheet" (see above) in the mail. It contains facts including your weekly benefit amount and call day.
- **"Your Bi-Weekly Call Day"** is the day you need to call Tele-Serve to certify (request payment) for benefits. You must call on the day indicated regardless of a possible adjudication interview. If you miss your regular call day, you may still call on Thursday or Friday of that week.
- An adjudication interview may be required to determine eligibility. You will receive a letter with the date and time of a **phone interview**, if needed. If you cannot be available at the date and time of your scheduled interview, it is your responsibility to contact your local office.
- The first week of benefits following an initial claim is referred to as a **"waiting week."** Although you must certify and be eligible for this week, **you will not be paid for it.**
- You should receive the benefit payment by **direct deposit or debit card** three days after calling Tele-Serve on your call day.
- You must **retain a copy of your work search efforts** for 53 weeks after requesting / receiving benefit credit.
- **Address and Name Changes**
 - Postal Service will not forward IDES mail.
 - Tele-Serve will inform you of the telephone number to make changes.

Tele-Serve

1-888-337-7234 Monday through Friday 5:00 a.m. – 7:30 p.m.
TDD/TTY 1-800-662-3943 Monday through Friday 8:30 AM to 5:00 PM

- You have filed your claim and received the “UI Claimant Wage Information Sheet” with your call day. Now **you** must “certify” (request benefit payment) by calling in **every two weeks**. Tele-Serve makes it easy.
- The first time you call, you **will create a personal identification number (PIN)**
 - Write it down and keep your PIN number. You’ll need it every time you call.
- When you call, have the following information available.
 - Your Social Security number and your PIN
 - Any gross wages you earned (before taxes and other deductions) during the certification period
 - Your latest “Statement of Certification” form, if applicable
 - Paper and pencil to record any information given to you during your call
- Enter your PIN and answer the automated questions using a touch-tone phone.
 - Do not hang up until Tele-Serve tells you your claim has been accepted.
 - You will receive a “Statement of Certification” in the mail. This will give you your next call day and your confirmation number, which you’ll need for your next call. **KEEP THIS FORM.** In most cases, this confirmation number will allow you to certify without having to answer each question every time you call. If you do not receive this statement or lose it, continue to call on your scheduled day. You can certify even if you do not have your Confirmation Number.
- **You can also certify online at www.ides.state.il.us**

If you do not call to certify, you will not receive your unemployment benefits.

Tele-Serve menu options

Press 1: To claim weeks of unemployment

Press 2: To file an additional claim or to reopen a claim for unemployment insurance

Press 3: To check the status of your claim (also request Federal Income Tax form 1099G)

Press 4: Establish or change your PIN

Press 5: Obtain general information

Debit Card and Direct Deposit:

Both methods are fast, convenient, safe, simple and reliable. With direct deposit, benefits will be deposited directly into your bank account, and you won’t need a debit card or have to establish a PIN to access funds. Thus, there is no chance of a lost or stolen debit card. There are no additional banking fees associated with direct deposit.

Direct deposits can be filed online.

Certification Questions

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21



Week 1: Sunday through Saturday



Week 2: Sunday through Saturday

- Have you received or will you receive holiday pay during the period of Sunday (week 1 beginning date) through Saturday (week 2 ending date)?
 - Have your holiday pay amount available.
- Did you work during the period of Sunday (week 1 beginning date) through Saturday (week 2 ending date)?
 - Have earnings before taxes and other deductions available.
- Has your dependency status changed during this certification period?
- Were you able and available to work each day during your normal work week?
- Did you actively look for work for the week of Sunday (week 1 beginning date) through Saturday (week 2 ending date)?
- Are you receiving or have you applied for Social Security benefits?
- Other than Social Security, are you receiving or have you applied for a retirement or disability pension?
- Did you attend school or receive training?
- Do you have a current workers' compensation claim or do you expect to receive workers' compensation for a temporary disability?
- Has your phone number changed?
- Has your mailing address changed?

Note: Your answers to the questions will determine your eligibility for benefits. Also, depending on the program from which you are receiving benefits, you may be asked additional questions.



Save Time Next Time File Online!

Why apply for unemployment insurance (UI) online?

- Using the Internet can let you file your claim at the time and place most convenient for you, without having to wait in line. To file, just go to www.ides.state.il.us and click on the link "Apply for Unemployment Insurance Online."

How long should it take me to complete the claim?

- About 30 minutes.

How easy is the Internet system to use?

- The Internet UI Claims process is quite straight forward. Here are a few tips to keep in mind:
 - To access the online application, you'll need to use a Windows PC, the Internet Explorer browser, and Adobe Acrobat Reader 4.0 or higher.
 - **Do not** use the Back button on your browser to return to a previous page or your information will be lost. Instead, use the tabs found on the left side of the screen.
 - **Be prepared** to complete the entire application at one time. If you exit before submitting the application, you will lose any information that you have entered. When done, **be sure to click the FILE MY CLAIM button to transmit the application** to IDES for further processing.

The IDES Web site also provides information to assist you with job searches, training, employment opportunities, and other resource needs.

Benefit Rights Information

A Few Simple Guidelines to Avoid Claim Processing Delays

- **Your claim information is confidential** under the law. We cannot give claim information to your spouse or other family members. However, pursuant to Section 1900 of the Unemployment Insurance Act, any information that you provide to the Department of Employment Security in connection with your claim may be shared with your former employers or their representatives.
- If notified to report to the office, you should bring **documents establishing your identity**. We will provide information on your claim only if you can sufficiently identify yourself. Also, bring the most recent notification received from IDES, as well as your current work-search list, in case there are questions regarding your compliance with work-search requirements.
- **You must serve a waiting week** on each benefit year. This is the first eligible week of your claim. **No benefits are paid for the waiting week**. To receive waiting week credit, you must file a claim for the week and be otherwise eligible for benefits for the week.
- **Unemployment Insurance is subject to State and Federal income taxes** (except the first \$2400 for 2009 only). You may voluntarily elect to have either or both State and Federal income taxes deducted and withheld from your benefit payments. Withholding is at pre-set levels only: 10% for Federal and 3% for State of Illinois.
- **If you were last employed by a temporary help firm**, failure to contact that firm each week may affect your eligibility for benefits.
- **Under Federal guidelines**, you may be identified as eligible for Re-Employment Services offered by various State and local organizations. If you are referred by IDES to any of these re-employment services, you are **required to participate** in those services, or your benefits may be suspended.

Interview Process:

- **It may be necessary for you to be interviewed regarding your eligibility for benefits**. In these cases, you will be informed on the day you file your claim of the date and time of the interview, or you will receive a notice by mail providing you with this information. **Most interviews will be conducted by telephone**. Failure to be available for the interview may affect your eligibility for benefits. **If you cannot be available at the date and time of the scheduled interview, it is your responsibility to contact your local office.**

Certification Process:

- **Tele-Serve filers should file on their assigned day or on open call days**. There are two ways you can certify: over the telephone and on the IDES Web site at www.ides.state.il.us. Late certifications will not be accepted. **Failure to certify on your assigned day could cause denial of benefits or a delay in processing your benefits.**

Benefit Rights Information

- Unless you have been otherwise instructed by IDES, you must be actively looking for work while receiving benefits. **You must maintain your work search information on a weekly basis on the form provided by IDES.** The days that you look for work must occur during each of the weeks for which you claimed benefits. It is your **responsibility to provide your work search upon request.** Failure to do so may result in a denial of benefits. If you are called to report to the IDES office, you will need this list. The law provides penalties for giving false answers to obtain benefits.

Important Notice: Keep Those Work Search Records

- An initial determination that you were actively seeking work during a week for which you claimed benefits is subject to later reconsideration. (The determination may be reconsidered even though you have been paid benefits or have since returned to work.) To preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until one year has passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search until there has been a final resolution of the matter.
- **Report your return to work to IDES immediately!** Employers are required to report all new hires to this agency immediately. These reports are used to identify individuals who are collecting UI benefits after they have returned to work. Failure to report your return to work, or all gross wages earned during weeks covered by your certification, will result in an overpayment of benefits and possibly a determination of fraud. If fraud is determined, consequences could include the imposition of penalty weeks, and prosecution for State benefit fraud.
- **You must report all gross wages earned** during the weeks covered by the certification. These wages must be reported for the week in which they are earned, not the week in which you receive payment. If your gross wages in any week are less than your weekly benefit amount, you may still be eligible to receive part of your benefit payment.
- **You should receive your payment and/or other response within 10 working days** after filing your certification. Tele-Serve allows you to get information about your benefits whether you are filing by mail or by phone. When calling for payment information, telephone filers should allow one business day after filing. You must allow time for processing and delivery. **Please call Tele-Serve before you contact your local office about your benefits.**
- **You have the right to appeal** any decision denying your benefits. If you have any questions about your appeal rights, contact your local IDES Office. If you filed an appeal, **continue to file your certification** for your weeks of unemployment **even though you may not receive benefits until the appeal is decided.**
- **Keep in touch with the Employment Service.** We encourage you to visit your IDES office or use Illinois Skills Match, our computerized job search system, to view job listings. On any given day, Illinois Skills Match will contain thousands of jobs in Illinois and around the U.S., together with information on Federal civil service job opportunities. Log on at www.IllinoisSkillsMatch.com.

Remember

- You will receive a "UI Claimant Wage Information Sheet" with your day to call Tele-Serve. Be sure to call on the day specified, regardless of a possible adjudication interview.
- You must call to certify your eligibility for benefits every two weeks.
- If an adjudication interview is required, you will receive an interview notice in the mail. Be sure to be at your telephone number of record for the interview.
- You must serve a waiting week on each benefit year. No benefits are paid for the waiting week.
- Retain a copy of your work search efforts.
- Unemployment Insurance is subject to State and Federal income taxes.
- If you were last employed by a temporary help firm, failure to contact that firm each week may affect your eligibility for benefits.
- You must report wages in the week earned, not received.

NEXT TIME — SAVE TIME — FILE ONLINE
www.ides.state.il.us

Important Numbers

Tele-Serve: 1-888-337-7234

TDD/TTY: 1-800-662-3943

Claimant Services: 1-800-244-5631

IDES is an equal opportunity employer and complies with state and federal non-discrimination laws in the administration of its programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact the office manager of the IDES local office nearest you or the IDES Equal Opportunity Officer at (312) 793-9290 or TTY (888) 340-1007.

Note: The information contained in this brochure is subject to change at any time. For the latest information, visit the IDES Web site at **www.ides.state.il.us**